



Board of Directors Meeting Minutes

October 4, 2007 1:30-4:00pm

Secretary of State's Office

1700 Broadway

Blue Spruce Conference Room

Denver, CO 80290

I. Call to Order: 1:37 p.m. Chairman Arrowsmith

A. Roll Call

Present: Jack Arrowsmith, Bob Feingold, Kent Glassman, Bill Hobbs, Roxy Huber, Greg Jenik, Mike Locatis, Senator May, Rico Munn

Excused: Evan Dreyer, Gerald Marroney, Don Mares, Representative Cadman

Quorum established

B. Approval of September 6, 2007 Meeting Minutes

MOTION: To approve the September 6, 2007 Meeting Minutes.

1st – Senator May

2nd – Kent Glassman

Approved unanimously

II. Committee Reports

A. Business Committee – Kent Glassman

Business Portal Feasibility Study

Gregg Rippy announced that Rep. Cadman named Kent Glassman as Business Committee Chair.

Kent Glassman stated that many of the committees have not been used for some time and depends on maturity. The business committee has a very aggressive fall ahead of it. He stated who is on the committee, which currently includes: Jack Arrowsmith, Bob Feingold, Greg Jenik, Bill Hobbs, Mike Locatis, Rebecca Davis, Ron Ozga, Don Mares, and Gregg Rippy.

The Business Plan is closely tied with the Master Contract with CI and the CI's business plan needs to be congruent. Kent Glassman stated that it should take in what Governor Ritter and OIT are planning.

Kent Glassman suggested for the Board to put together the structure for the 2008 business plan at the Board Retreat. He has meeting with Ron Huston to talk about Enterprise Architect (EA) plan and he will be talking with Mike Locatis as well to merge these two documents.

Kent Glassman stated that the Business Committee also has more on the upcoming Business Portal Feasibility Study with North Highland. The study and report should be coming soon and the study is moving smoothly.

Again, those are the five items that he wanted to address: the retreat, SIPA business plan, CI business plan, CI Master Contract, the business portal feasibility study, and the symmetry with the Governor's Office. He will contact the members of the business committee to meet with them. He is not particularly good at contracts, but better at merging them.

Discussion:

Gregg Rippy told Kent Glassman to not get hung up on the contracts and By Laws because that is why SIPA has Richard Westfall. He will speak to the Board at the retreat to clear some of the grey areas as well. Gregg Rippy and Richard Westfall will have a By Laws meeting. Richard will speak to The Board about the contracts.

Senator May asked if there are any anticipated statute changes.

Gregg Rippy replied that will be one of the items up for discussion and now is the time.

Senator May is currently working on legislation.

Kent Glassman said that there are certain actions the Board needs to take that would have to have Legal Council help. He would also like a quick report from North Highland.

Business Portal Feasibility Study – Jill Weisbrod

Jill Weisbrod from North Highland stated that they finished the scoping session with all of the intended agencies. They are currently on time and on budget. Next week, they will have a cross functional session that will include CDLE and DOR. They are trying to involve SOS in the CR100 form process, to get a deeper dive to help with the front end and more efficient process.

Kent Glassman mentioned that Bob Feingold, Dan Morrison, Gregg Rippy, and himself meet every week. This morning the departments came well prepared and gave them good substance to work with so the study can move nicely.

Jack Arrowsmith said that he brought information about the Louvier's Clubhouse for the Board Retreat. Jack Arrowsmith introduced the audience

B. Finance Committee, Gregg Rippy

Gregg Rippy pointed out that Profit and Loss reports and the Balance Sheets. The loss for the month was \$620. He stated the two major items that rolled into that month. One is the addition of North Highland under professional fees. This is actually two months billed for July and August. It is not over budgeted it was just billed in one month. The second item was a 3-payroll month from CHFA. There are two of those during the year. For year to date, SIPA is still ahead of schedule for July and August. Gregg Rippy also did change the budget to reflect what Don Mares requested last month.

Discussion:

Jack Arrowsmith asked if there is a long-term investment tool?

Gregg Rippy said that he should identify something to do for the long term and put a percentage aside. He will bring back some proposals on that.

III. New Business

A. Executive's Directors Update, Gregg Rippy

Gregg Rippy stated that September was a good month. One of the highlights for him was when Mike Locates, Representative Cadman, and himself met with Governor Ritter to discuss the Portal. The meeting went very well, through the help of Mike Locatis, the Governor sees the opportunities that the Portal can provide him.

Senator May and Gregg Rippy presented at the Colorado Government Digital Summit. Gregg Rippy said that they had a break out session and the Portal was acknowledged at the Governor's remarks and at Mayor Hickenlooper's remarks. Gregg Rippy and Senator May had a full room of about 75 people at that meeting, even people standing in the back. The summit over all had great numbers.

May – surprised not more private sector.

Bob Feingold said probably because of cost.

Gregg Rippy said that when they asked their audience how many were state, county, and city, it was about equal 1/3's, and zero private sector.

Mike Locatis said that they worked on just getting the attendance higher this year with the new administration and getting the enthusiasm there. But they will work on getting more private sector attendees.

Senator May said that it was mostly Denver Metro area people.

Mike Locatis said that it was, however there were several State CIO's from many other states such as Montana.

Jack Arrowsmith said that he had representatives of his staff and himself attending and it was very informative.

Systest Labs, IV&V

Gregg Rippy stated that SIPA and SysTest Labs are just about to start testing on Drivers License Renewal. The testing is finding some issues and identifying some load issues.

NIC Partner Conference

As most of the Board members know, Gregg Rippy along with other members will be attending the NIC partner meeting in Portland. What they should take away is if there is something that they wish they knew how they did things in other states and find out those answers.

Retreat

Gregg Rippy would like to start with Richard Westfall giving an organic background of the statute and some of the interpretations and how SIPA legally operates. Then look at previous Business Plans. He would like to have Mike Locatis speak about his initiative on consolidation. Then Gregg will review Risk Management and look at where the Board would like to go. With that being said, he is concerned whether a half-day is sufficient. They can vote to not have an actual meeting on that day to have more flexibility so that we have more time to talk.

Discussion:

Senator May asked what time to start

Gregg Rippy replied 9 to have the meeting.

Senator May suggested that board meeting be at 10:30 and would an hour and a half. Discuss other issues for another few hours and then meet again later in the night.

Rico Munn asked if the requirement is for it to be in Denver

Richard Westfall said that would be board action to be outside. The Board could take action today to move that.

Rico Munn asked if any action is required to happen at the meeting or retreat.

Gregg Rippy replied that not by statute. It states that the business of the portal will be conducted at a meeting.

Richard Westfall said that the statute does not define that.

Munn suggests that the Board just calls the retreat whatever they want to call it and still meet. The Board can meet for a short period of time and approve the minutes and then move on.

Kent Glassman stated that the Board very rarely takes votes and maybe the audience really does like to hear what the Board says and what is on the agenda.

Greg Jenik asked if there is the ability for online audio recording.

Gregg Rippy said that there is not the option and it is not a requirement for SIPA.

MOTION: Hold the November Board Meeting at the Louviers Club House at 9am, with an abbreviated Meeting.

1st – Rico Munn

2nd – Senator May

Approved unanimously

Senator May asked if the Board would still get a GM Report from CI.

Gregg Rippy replied yes.

B. Colorado Interactive GM Report - Dan Morrison, CI General Manager

In continuing what I hope will be a good addition to the Board meeting each month, I have asked our staff members to give a short overview on one of our applications.

Constituent Services

Jill Janicki Willhoite stated CI wanted to give an overview on the Constituent Services for the Governor's Site. Basically the Governor's office came to SIPA and CI they wanted to make it easier for people to request items from the Governor's office. Jill Janicki Willhoite showed screenshots that are offered to citizens. There are several direct links where citizens can go to and then a place where they can see general points. She showed an example of a wedding/anniversary letter. It is a dynamic online form and automated response. All of these go to different emails for a quicker response, instead of one generic email. So far, there have been a thousand responses.

Senator May asked what happens when an issues floods the system. Last time he saw the secretary at the Gov's office took phone calls. He asked if there is a way to shut the system down if there is a hot subject that may be overwhelming.

Dan Morrison – this is not a system that allows free form input

Jill Janicki Willhoite said that Share Your Opinion is one of the options. However, it should not do much to the system.

Senator May asked if they can leave a message without asking for a response.

Jill Janicki Willhoite said that they can, but they still need to enter in the information. Jill responded that this is helping to spread among several staff members. This is not overwhelming one person, it is separating to the different subjects and going to the appropriate staff members.

Gregg Rippy said that the key to remember is that your points are well taken – the Governor's office wants to be accessible to citizens. That does not mean that they do not have structure problems within their staff to deal with it, but they will have to find that out. As far as the application, it can handle the load. Colorado.gov has given the customer what they have asked for.

GM Report (Continued)

Dan Morrison stated that it was a good month for September. There was a lot on activity on CMS. They trained several people. Jill's presentation was one of four sites that launched. The business portal feasibility study report earlier has been a great aspect for CI. Dan looks forward to continuing the meetings for the business portal this month.

Dan Morrison reported that CI did some maintenance and upgrades on exciting applications that were previously launched. The look and feel of the sites are terrific, and coming from a person that has seen

a lot of state government website and he thinks the Board should be proud of it especially with the Executive Branch sites. The look and feel is deploying across.

Page 5 is the regular timeline presentation. Last month the Board asked CI to include whether it is free of fee. That has been added. 18 free and 14 fee. This is a good balance as we would like to keep it at 50/50 or even higher towards the free, than the fee. The details are in the appendix.

Senator May stated that Online Vehicle Registration is growing and increasing at 4% a month. They have done 20,000. There are some reasons people do not use and CI might want to survey to find ways to overcome those who chose not to use it.

Dan Morrison said that they are launching four more this month.

Jack Arrowsmith said that Douglas County had the highest number over a weekend 255 and 417 on Monday.

Senator May asked what do CI has in mind for moving this to people in smaller counties.

Dan Morrison said the plan is to do the Front Range first for the higher population covered. And then next year batch the smaller counties together and roll those out but the smaller counties do not have the same resources.

Senator May asked if it is the same fees in all the counties.

Roxy Huber replied yes.

Senator May said that even if consolidated each county would get their fee.

Dan Morrison said that is correct.

Gregg Rippey asked about fleet renewals and if citizens able to do fleet renewals.

Becky Davis said yes, multiple renewals.

Rippey said that it would be nice if the clerk could just send it electronically.

Becky Davis said that she believes they can do that now.

Dan Morrison said that if there was a demand for this service CI could justify and easily add a function and a tag for them to check out a little easier.

Greg Jenik asked if a county has not done the OVR service could they renew the fleet service.

Dan Morrison said they would need both. This is a perfect second tier application. As CI gets more traction, they can look more into this.

GM Report (Continued)

Dan Morrison continued with the graphics on page 7 and said that this shows the Motor Vehicle Renewals traffic. The top graph is the numbers online. There were over 17,000 for month of September and almost \$2.5 million in renewal fees per month. The only limitation is the ability of the county to feed CI the data file.

Discussion:

Senator May asked what credit cards the Portal takes.

Dan Morrison replied they take Master Card and Visa. They are adding American Express and possibility Discover. AmEx finally gave a good rate and they are finally adding that.

GM Report (Continued)

Live help continues to be very popular and thank to the local libraries for that and the staff in the office for that. There are 1500 call per month for that.

Discussion:

Bill Hobbs asked for a retouch on who the Live Help staff is and who pays them.

Dan Morrison responded that the CI staff handled most of the interaction during the business day. The librarians across the state handle in off times. CI has a handshake agreement. It is handed off to the seamlessly. CI should compensate them in some way

Senator May said that they are already paid by appropriated money every year.

GM Report (Continued)

Dan Morrison reported that it is very clear that the numbers are up. There are some interesting patterns in hit rates, most likely mean tax season.

Discussion:

Bill Hobbs said that figure three does not show as much of an uptrend, especially as OVR.

Dan Morrison said that OVR did not go live until December.

Bill Hobbs is surprised there is not more of a growth overall in the past year.

Dan Morrison said that it is difficult to explain.

Greg Jenik said that there was an explanation at a previous Board meeting of the metrics and how the numbers of hits were calculated, so therefore the numbers were going to be slightly lower.

Bill Hobbs asked if SOS were to migrate to the CMS is there an easy way to migrate to Fatwire.

Dan Morrison said that it depends on how the data looks now and what each agency is using to host and whether there is text and graphics.

Senator May asked what the hang up with the Legislative Council is. They have great information but they do not deliver it well.

Gregg Rippey is having a meeting with The Legislative Council next week. He talked to John Conley about the third party software on there. Other states have applications, such as "Lobbyist In A Box" applications that tell citizens when bills get moved to track legislation. However time is running out before the next session.

Kent Glassman said that the issue of CMS has come up a lot and he may not understand the debate. The Board better figure out what the market looks like. He is interested to see the gap analysis in the North Highland report between the agencies that are and those that are not using Fat Wire. Perhaps maybe someone from CI should talk about CMS or someone from a mature portal to explain how it works.

Dan Morrison said that most of the staff was at the yearly marketing meeting discussed knowledge about how other states approach. There are concerns with the agencies that their jobs might leave. Others issues are the sheer size of some of the agencies. It is a somewhat daunting task.

Kent Glassman asked about Appendix C, which is titled "Existing Services and Websites". It has 80 in September. But if he glances back and compares to August there is 76, and July there was 75 services. Therefore only an increase of 5 since July. He believes that CI is doing a lot of work. He asked what that means and if that number should go up more quickly.

Dan Morrison said that those are the services that are live and not what CI is working on or in the pipeline. That counts as an existing service. However, each county for OVR that CI adds does not count as a separate application even though it takes just as much work, it is just an addition to OVR which is just counted once. He is not concerned that the pace is slow. The Board is not going to see three new applications every month. They also do not count the re-launch and new feature, which can also take just as much work and effort.

Kent Glassman said that based on Dan Morrison's answer if we move forward with the business portal that would be just one service but would affect many citizens. He does not really care about how many applications are listed on the GM Report, but he is more interested on 4.8 million citizens visiting the Portal. He asked how often is SIPA or CI approached with brand new projects.

Dan Morrison said official applications are on page 6. A lot of times, the first point of contact is with the SIPA office.

Kent Glassman asked when the Board goes to the meeting in Portland, what should they expect to see in year 3, 5, and beyond.

Dan Morrison said that there are many metrics that can be used to help answer those questions. How many websites did we launch, how many subscribers, how many page views, how much uptime and down time, what is the transaction time, etc. No one has formulated a way to judge that and there is no straightforward way to answer that.

Gregg Rippey said that he has have asked that question as well. How does NIC view Colorado? Colorado is considered a shining star in terms of where we are and how quickly we've gotten there. Part of it is a governance model and the agencies.

Dan Morrison said that this is the time of the year when all the Portals complete plans for corporate and try to identify how much revenue they will bring in. Usually things do not move at a steady pace and so GMs can be hesitant to put those numbers on paper. But at the end of a year Colorado.gov has not launched 12 good interactive applications that are not just websites, Dan would be a little disappointed. So far, Colorado.gov is moving at a pretty good pace.

Senator May said that he expects great things and he has never run into a CIO with such a good relationship. Maybe public relations will get a little better with Evan Dreyer on the Board now. Many on the Legislators do not even understand SIPA. Senator May asked if a department that is operating with credit cards use CI's payment engine without it being with SIPA. There are a lot of credit cards, for example, in DNR.

Dan Morrison replied yes.

CI Financial Report

Dan Morrison reported that the real important information is in the second box. The Board should again look for consistency or upward growth in the rev numbers, and stability in the expense numbers.

Revenues will begin to go up. Expense will trend to go up with a staff of 20, where last year was 12.

Bob Feingold asked about the liabilities.

Dan Morrison responded that the negative liability is really an asset. Represents cash that has been transferred to corporate bank account. They have held it accessible for CI. He does not know why they call it a negative liability instead of an asset.

C. Other Business/Discussion

Senator May said that training of the Legislative Council on CMS and it sounds like Gregg is meeting with them. Senate and House are not aware of SIPA, and maybe should be apart of their introduction.

Bob Feingold suggested that with the start of the session that there are opportunities to bring members to an event and laid it out with a short presentation followed by screen shots to tweak their interests.

Senator May said that every two years there is some training on their laptop, which Gregg Rippy is very aware of, but they do not get it every year.

Gregg Rippy said that it is frustrating. SIPA is required to report annually to the Legislature. Gregg spoke with Representative Marshall about updates in the morning and asked if he could do a presentation. He said that he would push harder this year and start with the Business Committees.

Senator May suggested that Gregg Rippy does a lunch presentation for each Caucus.

Gregg Rippy said that would be good.

Senator May said that the local media is not very IT friendly and they think everything is a failure.

Mike Locatis said that they picked up a national track and they will see that improve. John Conley and Even Dreyer have been working to overcome that.

Senator May said that he is planning on setting an IT academy.

Senator May asked Dan Morrison to do track OVR closer to see the total number of vehicles and total number of registered.

Jack Arrowsmith stated that Becky Davis is doing that.

Becky Davis said DOR is tracking that better and relying on the CI for those numbers as well.

Senator May asked if CI or SIPA is doing anything on hunting/fishing license

Gregg Rippy responded no and that they have an existing contract on with a provided with parks and hunting and fishing, which will need to renewed at some time. Dan and I had a meeting last week and that relationship CI and SIPA available as resource as needed. Have a chance to be there and be responsive.

Mike Locatis said possibility of investing; he stated that there needs to be board-approved parameters for treasury activities.

Gregg Rippy said that he was thinking more like cd's, something more that was insured. Agree that we have a policy.

IV. Agenda Items for Next Meeting

None specific

Next meeting is scheduled for:

Thursday, November 4th, 2007

9:00 a.m. – 9:30 a.m.

Louvier's Village Club House

7865 Louvier's Blvd

Louviers, CO 80131

V. Adjournment

Transcribed by Sara Bell